Proposed Workload Management Process (Planning, Receipt, Prioritization, Allocation, Distribution)

Leadership	Work Planning Center (WPC)	Customer	Project Manager (PM)

Leadership

Start Planning → Conducts Strategic Planning

B → Develops operating plan

Work Planning Center (WPC)

Informs WPC Supervisory Team of long-term plans → Translates long-term planning into daily operations → Analyzes forecasting data for resource planning → Identifies gaps in existing resources → Revises resource allocation to complete workload → Provides feedback to leadership → B

A → Estimates Safety Significance and impact on plant operations → Does request meet urgency threshold?
- yes → Assigns to urgent team (Analysis Team) → End
- no → Estimates complexity of request (analysis team) → Performs acceptance review (analysis team) → Assigns due date (analysis team) → Consults workload management tool to identify resources → Assigns request to individual/team according to expertise and complexity of request → Establishes milestones for medium/complex requests → Distributes assignment, with accompanying documents and TAC electronically → End

Customer

Start Others → Is customer a licensee?
- yes → Communicates regularly
- no → Submits request to WPC → A

Submits request to Project Manager

Project Manager (PM)

Communicates regularly → Anticipates incoming requests → Informs WPC regularly

Forwards request to WPC for resource loading → A